



Standards for Utah Public Libraries 2008

LIBRARY RECERTIFICATION

_____ PUBLIC LIBRARY

DATE

XX-XX-2008

Approved by the Utah State Library Board May 30, 2008
Effective July 1, 2008- June 30, 2009

Donna Jones Morris – State Librarian / Division Director

Department of Community & Culture



STATE of UTAH – *Department of Community & Culture*

Overview

In accordance with Utah Code Ann. §9-7-205, the Utah State Library Division (USL) sets standards for public libraries.

The *Standards for Utah Public Libraries* present minimum levels of effort required by public libraries in order to receive certain services and grants from USL. The *Standards* were developed with input from public libraries across the state and were approved by the Utah State Library Board.

A Public Library is defined in the Utah Code as a library that has been established and is maintained by a county or city or combination thereof. Public libraries are financially supported by the local government entity responsible for its establishment and maintenance and staffed by employees hired and responsible to that entity. These libraries must have a board of trustees (Utah Code Ann. §§9-7-401 - 511).

The *Standards* further require that libraries meet additional governance, funding, access, personnel, resources, technology, facilities, marketing, administration, and advocacy requirements, outlined in this checklist. Libraries that meet legal and USL standards are **Certified Public Libraries**. These libraries are eligible to receive the following benefits:

- 1) Federal Library Service and Technology Act (LSTA) funds, provided they meet Federal requirements
- 2) Community Library Enhancement Fund
- 3) State Development Grant funds
- 4) Training and Development Assistance from USL
- 5) In-Library and Patron access to Public Pioneer (<http://pioneer.utah.gov>) databases

All libraries that meet the legal definition of a public library, as indicated above, are eligible to apply for certification (see “Apply for Certification” below). All libraries currently certified by USL will automatically have their certification renewed for FY2008 if they comply with the current Certification Checklist.

Apply for Certification: New Public Libraries

- 1) A letter requesting certification should be sent to the USL Director signed by the chair of the Library Board and a member of the City or County governing body. Library requests for certification received by the USL director prior to June 30 are eligible for certification in the next fiscal year (July 1 – Jun 30).

- 2) A USL consultant will meet with the Library Director, members of the Library Board, and with relevant government officials to review the current Standards Checklist. The consultant will assign the library to one of three categories:
 - a. Full Certification – The library will receive certification
 - b. Pending Certification – The library will not receive certification at this time, but can receive certification if standards are met within 3 months from the date of the consultant visit.
 - c. Not Ready for Certification – The library currently does not meet Standards on the Checklist and cannot meet these requirements within 3 months.
- 3) A panel of qualified USL staff including the USL Director will review the Consultant's category assignment. This panel will assign the final category assignment. The library will be notified of the decision of the panel by letter.
- 4) Libraries may appeal a certification decision to the USL Director; Libraries may appeal a decision of the USL director to the USL Board of Trustees.
- 5) Libraries are eligible to apply for Certification once per calendar year.
- 6) New Libraries with a Service Population of less than 1,000 will not be certified.

Certification Renewal: Certified Public Libraries

A USL Consultant will meet with the Library Director and Board Chair to review the current standards checklist. The consultant will assign the library to one of two categories:

- 1) Full Certification – the library will continue to be certified for one year
- 2) Provisional Certification – the library does not currently meet all standards and will have 1 year to meet these standards to move into Full Certification status.

Libraries are certified for 1 year. USL will conduct a Certification Review for each library annually; provided all certification standards are met, certification is automatically renewed. If a certified library fails this annual review it will be placed in Provisional Certification status under the same process as that in (2) above, except that it will have 12 months to meet certification requirements. If the library fails a second successive annual review, its Provisional Certification status will be revoked, and the library must reapply for certification as a New Library. Revocation of Certification status is subject to the same appeal process outlined in (3) above. **Currently Certified Libraries with service populations of less than 500 will not be eligible for Certification renewal.**

Certification Categories

Mentor Libraries: Certified Public Libraries who also meet at least 90% of the “Best Practices” criteria and would be willing to mentor other libraries (EX: provide training or consulting).

Certified Public Library: The Library successfully completed the Certification Process and is eligible for Community Library Enhancement Fund, Federal Grants (by application), access to Public Pioneer, and access to training and development programs at USL.

Provisional Certification: The previously Certified Library has failed to meet standards in the annual Certification Review. The Library is eligible to receive a minimum Community Library Enhancement Fund

Major Libraries: Libraries with service populations of over 100,000 people are not subject to these Certification Standards

Standards Checklist

Changes for FY2008 indicated in **Red**.

Basis for Standard	Certification Levels
<p>R – Required by Federal or State Law</p> <p>S – State Library Authority for Standards Making (Sections 9-7-205, <i>UCA</i>)</p> <p>BP – Best Practice – Professional Practice/Peer Performance</p>	<p>Full Certification – meets all R and S standards</p> <p>Mentor Library – meets all R and S standards and 90% or more Best Practice standards</p> <p>Provisional – currently certified library fails to meet R and S standards</p>

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
I. Governance Utahns have access to a library established by a legal jurisdiction with a duly appointed Board of Directors					
R	A. The jurisdiction (county and / or city government) has made the decision to establish and maintain a public library.				
R	B. The jurisdiction has established a Board of Directors for the public library.				See Doc. X <i>Attach list of Library Trustees and their term dates.</i>
R	C. The Board of Directors operates in a manner consistent with Utah Code Ann. §§9-7-402 – 404 (City Libraries), or §§9-7-502 – 504 (County Libraries), and §52-4-201 (Open Meetings Law).				
S	D. The Board of Directors adopts a 3-year long-range plan for the library that covers the current certification year, and presents the plan to the local governing body, with a copy submitted to the State Library.				See Doc. X <i>Attach 3 year plan</i>
II. Funding/Finances Utahns have access to a library that receives the majority of its funding year to year from local government					
S	A. The jurisdiction funds a formal annual budget. The budget includes line items for personnel, library collections, operations, technology, and capital outlay.				See Doc. X <i>Attach current library budget.</i>
S	B. The jurisdiction provides at least 65% of the library's operating expenses from local (city and/or county) government sources.				See Doc. X <i>Attach 2007 Statistical Annual Report.</i> \$XXXXXX Total Operating Expenditures – Data Element #102 \$XXXXXX from Local Funds (XXXX%) – Data Element #76 \$XXXX from State/Federal Funds (XXXX%) – Data Element #89
S	C. The jurisdiction complies with maintenance of effort funding support for the library. The jurisdiction expends an amount not less than 90% of the amount actually expended on the library in the second preceding fiscal year, exclusive of capital outlay and one-time increases.				See Doc. X <i>Attach 2007 Statistical Annual Report.</i> MOE 2007 \$XXXX – Data Element #150 MOE 2005 \$XXXX – Ask SDC Difference (\$XXXX) = (XXXX%)
III. Access & Services Utahns have access to a library with convenient hours, accessible staff and collections, and provisions for compliance with ADA.					

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
S	A. The library telephone number is listed in the community's printed telephone directory in the white, blue (government), and/or yellow pages. The library telephone number is listed in free online directory listings.				
S	B. The library is open to the public at least 32 hours per week, including a minimum of 8 evening and / or weekend hours, except that libraries serving populations under 2,500 are open to the public at least 20 hours per week, including a minimum of 4 evening and / or weekend hours. Evening hours are defined as non-duplicated hours after 5PM; Weekend hours are defined as non-duplicated hours on Saturday and / or Sunday.				See Doc. X – Data Element #31 <i>Attach 2007 Statistical Annual Report.</i> Open XXXX hours per week. Mon-Thu XXXX Fri-Sat XXXX Sun XXXX
S	C. The library actively promotes Interlibrary Loan and initiates reference referrals when materials are not available in the library's own collection to meet patron requests. The library may charge fees to recover some of the costs for ILL service, per board policy.				See Doc. X – Data Element #63 <i>Attach 2007 Statistical Annual Report.</i> 2007 – XXX 2006 – XXX
S	D. The library has an automated circulation system that maintains borrower information, tracks overdues, allows holds to be placed on materials, and provides statistical reports.				See Doc. X <i>Attach 2007 Statistical Annual Report.</i> Product: XXXXX – Data Element #143 Vendor: XXXXXX – Data Element #144
S	E. The library has a web site that provides access to an online catalog, contact information for programs and services, and links to online resources and Public Pioneer.				See Doc. X <i>Attach 2007 Statistical Annual Report.</i> Website address: XXXX – Data Element #142 Online Catalog: XXXX – Data Element #145
BP	F. The library provides assistance for individuals with disabilities in using computers in the library, such as special video monitors or other assistive technology apparatus. Eligibility information for Library Services for the Blind and Disabled is available at the library.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
BP	G. The library provides services to the broad community within its jurisdiction through outreach to special populations, such as those who speak languages other than English; early childhood care providers, schools, literacy teachers, health centers, senior citizens, and social service agencies. Basic programming includes story time and summer reading programs.				
BP	H. The library director and at least one other permanent or part-time staff member are available to the public through telephone or email contact. The library has a telephone message system and/ or uses an "Ask-A-Librarian" feature on the library web site.				
BP	I. The library provides a photocopier for public use and a public computer printer. The library may charge for printing per board policy.				
IV. Personnel Utahns have access to a library staffed by competent and well-trained staff.					
S	A. The library director has acquired formal library or related management training through an accredited institution of higher education, or has completed the State Library's UPLIFT program.				
S	B. The library has at least 1.3 FTE employees, except that libraries serving populations under 2500 have at .75 FTE per 1000 population served or 1 FTE, whichever is less.				See Doc. X – Data Element #26 <i>Attach 2007 Statistical Annual Report.</i> 2007 – XXX FTE 2006 – XXX FTE
S	C. New directors complete a State Library orientation program within the first three months of their hire. The directors learn about State Library services and requirements for directors.				
S	D. The library director pursues at least 20 hours of library-related training per year. This training includes both formal and informal learning opportunities.				
S	E. The library director assigns staff responsibilities for cataloging, public services, including children's services and reference, and computer services, including familiarity with Public Pioneer databases.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
V. Materials & Resources Utahns have access to a library that offers a full range of materials and electronic resources that are current, classified, and relevant to community needs.					
S	A. The library has a publicly funded budget to purchase materials. The minimum annual expenditure for materials for any size library is \$2,000.				See Doc. X <i>Attach current library budget.</i> See Doc. X – Data Element #97 <i>Attach 2007 Statistical Annual Report.</i> 2007 – XXXX 2006 – XXXX
S	B. The Library has a written collection development policy, approved by the board, which guides the purchase and weeding of materials, and specifies how the library's collection will meet community needs and how the library will address challenges to materials.				See Doc. X <i>Attach current collection development policy.</i>
S	C. Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 rules, and Sears/LC subject headings. Materials are searchable in OPACs located in the library facility and/or via a web-based catalog.				
S	D. The library provides electronic resources, including Public Pioneer, to users in the library and to home users through library card access or other library authentication processes.				
S	E. Collection purchases support the library roles and community service responses identified through the library's long-range planning process.				See Doc. X <i>Attach current collection development policy.</i> See Doc. X <i>Attach 3 year plan</i>
BP	F. The library's collection is periodically evaluated to measure the effectiveness of material purchases and community use of the collection. Statistical data collected in the statewide annual report, such as, total holdings, circulation, and turnover per capita, can be used for collection analysis.				
BP	G. The library supports the development of small, emergent, or community libraries, such as mentoring and training.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
BP	H. Library materials are marketed to the public in a variety of ways, such as library displays, readers' advisory lists, and promotions on the library's web site.				
VI. Technology Utahns have access to a library that uses the latest technology to improve library operations and patron services.					
R	A. The Library must have in effect an Internet and Online Access Policy in accordance with Utah Code Ann. §§ 9-7-215 and 216, and Administrative Rule R223-2.				See Doc. X <i>Attach current Internet & Online Access Policy</i>
S	B. The library budgets for current and future software upgrades, for electrical, data, and communications infrastructure, and for ongoing hardware and software replacements. Planning for the maintenance and upgrade of the library's technology infrastructure is given as a section within the library's 3-year long-range plan.				See Doc. X <i>Attach 3 year plan</i>
S	C. The library provides public access Internet stations to reasonably accommodate community demand. Libraries serving populations under 2,500 shall provide a minimum of 2 public stations.				
S	D. The library has access to skilled technical support to provide troubleshooting for computer operations, install software and hardware upgrades, and assist with other technology needs.				
BP	E. Library staff seeks to improve their computer and Internet searching skills by attending classes, workshops and online training programs.				
VII. Facilities Utahns have access to attractive, functional, and well-maintained library facilities.					
R	A. Library facilities are publicly owned or leased, publicly maintained, and meet Federal Americans with Disabilities Act (ADA) guidelines for providing access to persons with disabilities as provided in the USL ADA Accessibility checklist at http://www.accessboard.gov/adaag/html/adaag.htm				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
S	B. The library building is identified with signs clearly visible from the street. The entrance is well lighted and hours of service are viewable from outside the building and on the library's web site.				
BP	C. The library has a building plan to accommodate population growth and address potential needs for more space.				
BP	D. The library has convenient and adequate parking based on applicable building codes and anticipated usage.				
BP	E. The Library provides access to its collections and services by disabled, blind, and homebound patrons.				
BP	F. The building and its interior project a welcoming image: the furnishings are clean, comfortable, and functional; there are clearly recognizable areas for different uses and users. There is a logical shelving flow to the order of materials.				
VIII. Marketing and PR Utahns have access to a library that promotes its services and programs to library users and the community at large.					
S	A. The library's long-range plan includes public relations activities aimed at increasing the visibility and usage of the library.				See Doc. X <i>Attach 3 year plan</i>
BP	B. The library uses a variety of public relations and marketing tools to inform the public about its materials and services. Examples: appealing print brochures, bookmarks, and newsletters; customer-friendly interior signage; attractive and informative web pages.				
BP	C. The library administration maintains contact and cordial working relationships with the local and regional media.				
BP	D. The library administration maintains contact and cordial working relationships with schools, community agencies, appropriate organizations and businesses, and government officials from the library's service area.				
IX. Administration Utahns have access to a library that is professionally managed.					

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
R	A. As chief executive officer, the library director administers policies approved by the library board.				
R, S	B. The library director submits required reports to the Utah State Library in a timely manner: a. 3-year long-range plan (to include planning for technology); b. Statistical annual report; c. Community Library Enhancement Fund expenditure report; d. Summer Reading Program evaluation report; and e. Triennial Internet and Online Access Policy review and update.				a. See Doc. X <i>Attach 3 year plan</i> b. See Doc. X <i>Attach 2007 Statistical Annual Report.</i> c. See Doc. X <i>Attach CLEF report.</i> d. See Doc. X <i>Attach SRP report.</i> e. See Doc. X <i>Attach current Internet & Online Access Policy</i>
S	C. The library director provides orientation for new board members including specifics on board roles and responsibilities.				
BP	D. The library director provides leadership and communication to the staff, the library board, and to the local governing authority.				
BP	E. The library director pursues opportunities to develop innovative programs and takes advantage of grant opportunities.				<i>Examples: XXXX</i>
BP	F. The library director is a member of the Utah Library Association and encourages staff participation in continuing education activities. The director and key staff subscribe to the Utah Library Network (ULN) and other library discussion lists.				
X. Advocacy Utahns have access to a library with trustees and staff committed to the advancement of library services in their community.					
S	A. The library director and board are active advocates for their library.				<i>Examples: XXXX</i>
S	B. Board members promote and support the library system, its programs and services, in the community they serve.				<i>Examples: XXXX</i>

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation & Comments
BP	C. Board members: 1) Advocate for library service on state and federal levels, 2) Belong to the Utah Library Association, and, 3) Participate in organized efforts to monitor local, state, or federal laws affecting libraries. Dues for board members and library staff to belong to professional library associations are paid by the library budget.				
BP	D. The library documents stories about how library services benefit patrons with local, state, and federal funding.				



CERTIFICATION REVIEW

Library: XXXXX PUBLIC LIBRARY

Certification recommendation:

- ☐ Full Certification
- ☐ Full Certification, Mentor Library
- ☐ Provisional
- ☐ Not Certified

Date of certification recommendation: XX-XX-200_

USL Consultant: XXXX

The following library officials have reviewed the 2008 edition of the Standards for Utah Public Libraries and are aware of the Utah State Library Consultant's evaluation and recommendation.

Library Director Name	Signature	Date
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Library Board Chair Person Name	Signature	Date
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Local Government Official Name	Signature	Date
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